



# OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORFOLK

Reply to: Sharon Lister

Tel No: 01953 424455

1 November 2018

Dear Member of Public,

## **Freedom of Information Request FOI/OPCCN/160**

I am writing in connection with your email dated 5<sup>th</sup> October 2018, in which you requested the following information:

**“FOI Request.**

**1 Do you have any guidance or policy for the public or service users to record calls when they speak to your staff**

**or call centres Do you Inform Users they can record. If the answer is no what is the reason for this please.**

**2 if You have a Unacceptable Behaviour Policy and Procedure can you tell me if one of these are to object to telephone calls being recorded by the caller due to it being not necessary or unwanted or indeed the staff member feels threatened can you explain why you would have such Unacceptable Behaviour Policy and Procedure that goes against current uk law.**

**3 Are your staff the majority of them who answer public calls or when meeting a member of public are staff aware of the policies and the laws ref telephone recordings using the relevant laws laid down by legislation. if the answer is no why not.**

**4 If you have no policy advice or framework for the above will you develop a policy etc.**

**Will you encourage the public to record a 2 way conversation if the answer is no why not.**

**5 What are your organizations views on charging the public in foi requests and data protection and subject access requests should their information request be free.**

**What happens in a situation a benefit claimant or non waged person needs information what do you do to help them or someone who has no spare income.**

**Is it fair if the public record you then they should charge you for a copy of the recording or video the same fee you charge them.**

**Any tips and comments will help the public understand the uks public servants and business policies ref this subject.**

**6 What do you do and what is your policy when a serious complaint against a staff member is made when a person complains about wrong doing**

**and has evidence of foul play in your organization will you accept covertly or permission based Audio or video evidence in the case.**

**Do you Fully investigate under public interest laws and take note of any criminal charges.**

**if the answer is no why not.**

**The Public need to record all calls too many lies now its time for honesty.**

**Your comments please [REDACTED]**

**Are Councils and all public servants hiding behind unacceptable behaviour policies and vexatious laws.**

[REDACTED].

<https://www.youtube.com/watch?v=jOsIWZ6oda0>

**How can the state blame a man for its policies and procedures and use him as a scapegoat.**

[REDACTED]

[REDACTED]”

Having reviewed your request I do not consider it to be a valid request under Section 8(1) (b) of the Freedom of Information Act 2000. Section 8(1) (b) requires that a request for information must include the real name of the requester.

You have provided two names on your request: [REDACTED].

In order for your request to be considered valid I would require proof of your identity.

It may assist you to review the Information Commissioner’s Office decision dated 22<sup>nd</sup> May 2017 which provides details around an FOI application whereby the authority requested the applicant to provide proof of their identity. You can access their decision notice through the below hyperlink:

<https://ico.org.uk/media/action-weve-taken/decision-notices/2017/2014177/fs50661621-fs50674785-fs50674804.pdf>

Yours sincerely

*S. Lister*

Sharon Lister

Director of Performance and Scrutiny

Office of the Police and Crime Commissioner for Norfolk

## Internal Review

If you think we have not supplied information in accordance with Section 1 (the General Right of Access) of the Freedom of Information Act 2000, or you are dissatisfied with the way in which your request has been handled, then you should write, in the first instance, to:

Mark Stokes  
Chief Executive  
Office of the Police and Crime Commissioner for Norfolk  
Building 8  
Jubilee House  
Falconers Chase  
Wymondham  
Norfolk  
NR18 0WW

Telephone: 01953 424455

Fax: 01953 424462

Email: [opccn@norfolk.pnn.police.uk](mailto:opccn@norfolk.pnn.police.uk)

If you are dissatisfied in any way with our response or the way we have handled your request, you can contact us by phone, email or in writing. We may, in the first instance, try and resolve your complaint informally. However, at any stage you can request or we may decide to treat your complaint formally under our internal review process.

An internal review is conducted by the Chief Executive who will review the request and response, taking account of your complaint(s), and will respond in writing as soon as possible. The Information Commissioner's Officer recommends that a response should be made in 20 working days. If we are unable to respond in this timeframe we will inform you and provide a date by which you should expect to receive our response.

If, after the internal review, you remain dissatisfied then you can complain to the Information Commissioner's Office, the government regulator for the Freedom of Information Act. Details of how to contact the Information Commissioner's Office can be found at [www.ico.gov.uk](http://www.ico.gov.uk)